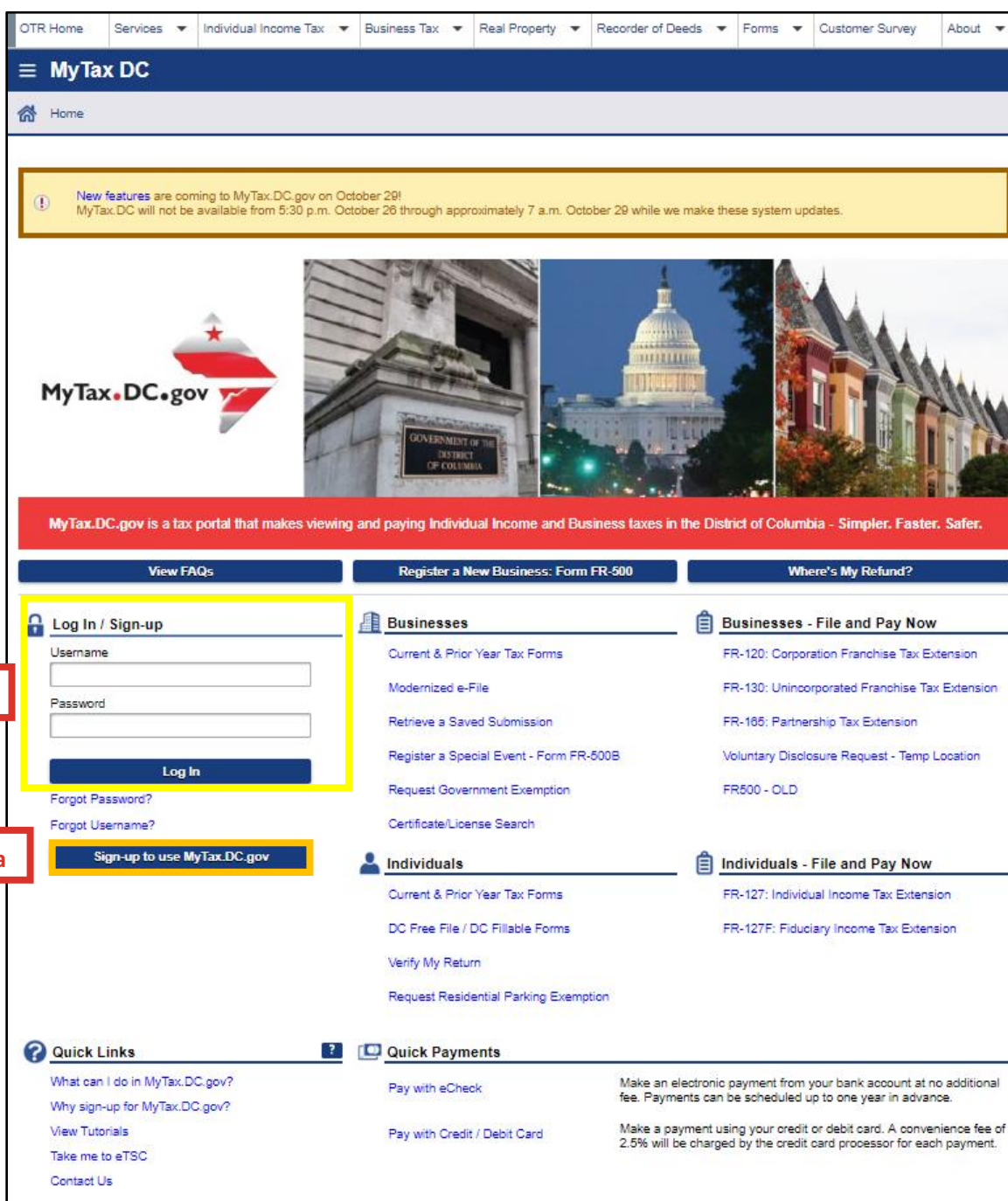


# MyTax.DC.gov User Guide:

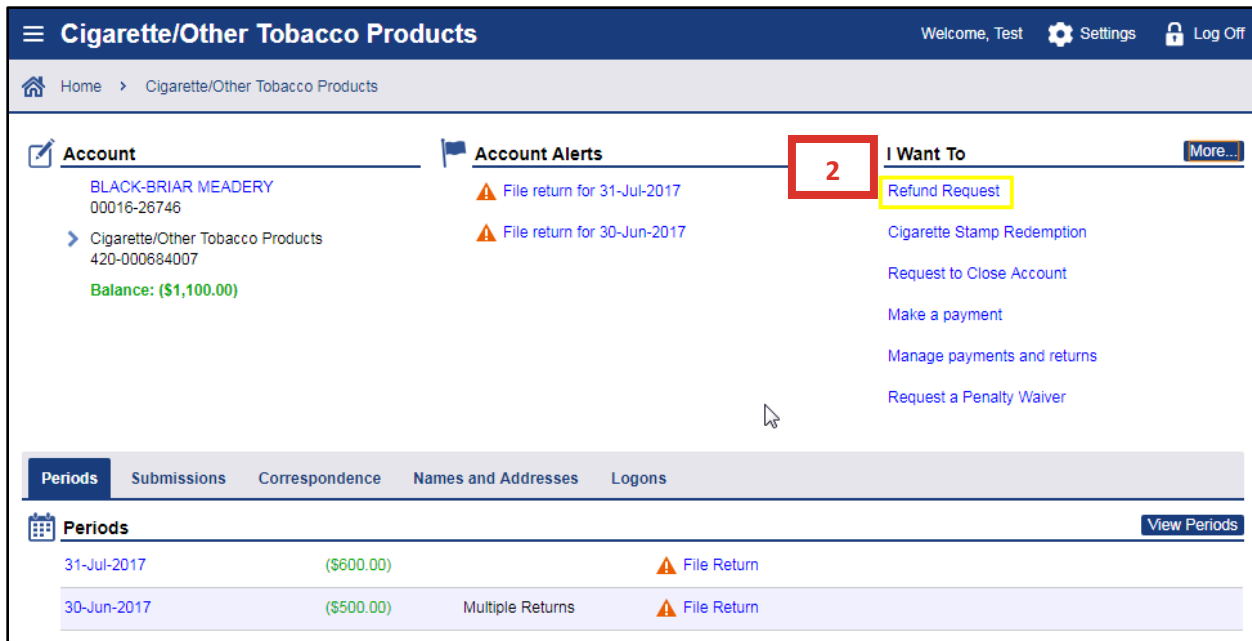
## How to Submit a Refund Request

This step-by-step guide will assist taxpayers on how to submit a generic refund request at [MyTax.DC.gov](https://mytax.dc.gov) if there is an existing credit on the following tax accounts: Alcoholic Beverage, Ballpark Fee, Cigarette/Other Tobacco and Gross Receipts.



The screenshot shows the MyTax.DC.gov homepage. At the top is a navigation bar with links: OTR Home, Services, Individual Income Tax, Business Tax, Real Property, Recorder of Deeds, Forms, Customer Survey, and About. Below this is a blue header with the MyTax DC logo and a Home link. A yellow banner announces new features coming on October 29th. The main content area features the MyTax.DC.gov logo, a banner for the District of Columbia government, and a red bar stating the portal's purpose. Below this are three main sections: View FAQs, Register a New Business: Form FR-500, and Where's My Refund?. The 'Log In / Sign-up' section is highlighted with a yellow box and a red '1' annotation. It contains fields for Username and Password, a Log In button, and links for 'Forgot Password?' and 'Forgot Username?'. A red '1a' annotation points to the 'Sign-up to use MyTax.DC.gov' button. The 'Businesses' section includes links for Current & Prior Year Tax Forms, Modernized e-File, Retrieve a Saved Submission, Register a Special Event - Form FR-500B, Request Government Exemption, Certificate/License Search, and Businesses - File and Pay Now (with sub-links for FR-120, FR-130, FR-165, and Voluntary Disclosure Request). The 'Individuals' section includes links for Current & Prior Year Tax Forms, DC Free File / DC Filable Forms, Verify My Return, Request Residential Parking Exemption, and Individuals - File and Pay Now (with sub-links for FR-127 and FR-127F). The 'Quick Links' section at the bottom left includes links for 'What can I do in MyTax.DC.gov?', 'Why sign-up for MyTax.DC.gov?', 'View Tutorials', 'Take me to eTSC', and 'Contact Us'. The 'Quick Payments' section at the bottom right includes links for 'Pay with eCheck' and 'Pay with Credit / Debit Card', with descriptions of each payment method.

1. From the [MyTax.DC.gov](https://mytax.dc.gov) homepage, log in using your **Username** and **Password**.
  - a. If you do not have a [MyTax.DC.gov](https://mytax.dc.gov) account, click **Sign-up to use MyTax.DC.gov** to register for an account (click [here](#) to access the "How to Sign up for MyTax.DC.gov" user guide).



**Cigarette/Other Tobacco Products** Welcome, Test Settings Log Off

Home > Cigarette/Other Tobacco Products

**Account** BLACK-BRIAR MEADERY  
00016-26746  
Cigarette/Other Tobacco Products  
420-000684007  
Balance: (\$1,100.00)

**Account Alerts**  
File return for 31-Jul-2017  
File return for 30-Jun-2017

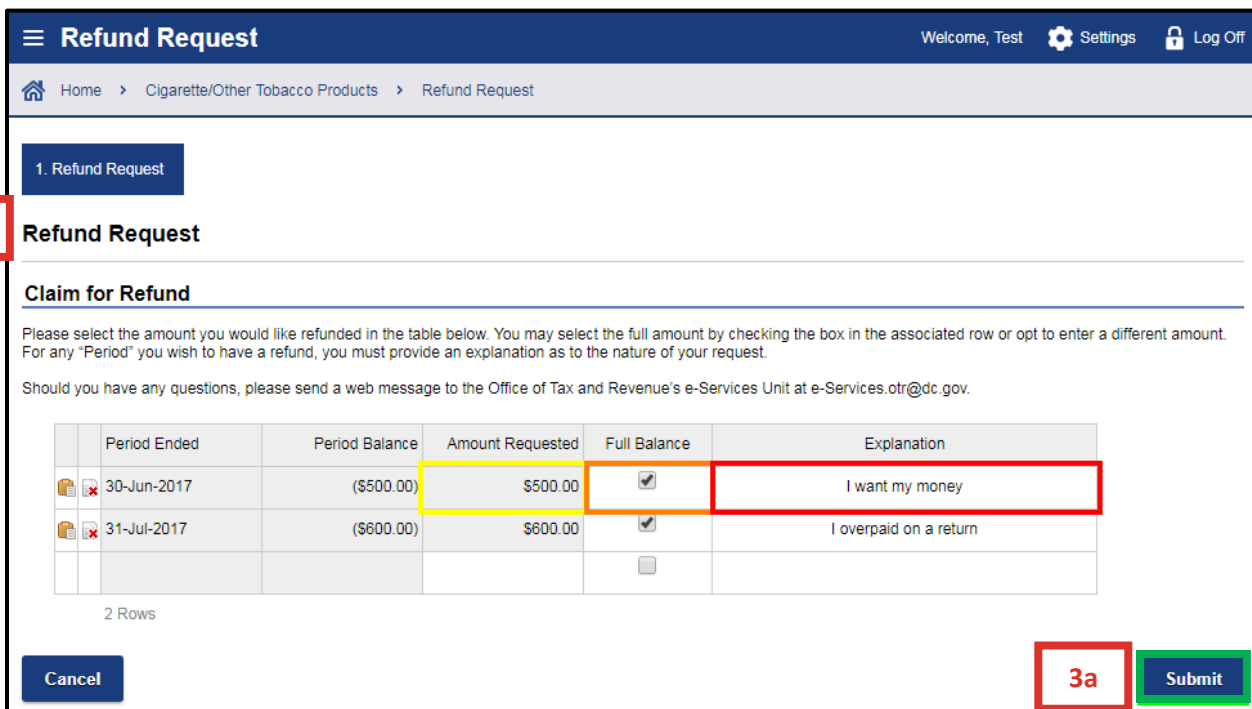
**I Want To** **Refund Request**  
Cigarette Stamp Redemption  
Request to Close Account  
Make a payment  
Manage payments and returns  
Request a Penalty Waiver

Periods Submissions Correspondence Names and Addresses Logons

**Periods** View Periods

Period	Balance	Actions
31-Jul-2017	(\$600.00)	File Return
30-Jun-2017	(\$500.00)	Multiple Returns File Return

2. Under the **I Want to** header located at the top right-hand corner of the screen, click **Refund Request**.



**Refund Request** Welcome, Test Settings Log Off

Home > Cigarette/Other Tobacco Products > Refund Request

1. Refund Request

**Refund Request**

**Claim for Refund**

Please select the amount you would like refunded in the table below. You may select the full amount by checking the box in the associated row or opt to enter a different amount. For any "Period" you wish to have a refund, you must provide an explanation as to the nature of your request.

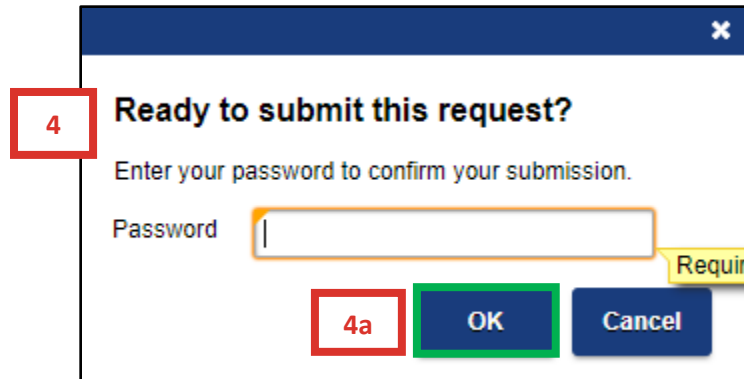
Should you have any questions, please send a web message to the Office of Tax and Revenue's e-Services Unit at e-Services.otr@dc.gov.

Period Ended	Period Balance	Amount Requested	Full Balance	Explanation
30-Jun-2017	(\$500.00)	\$500.00	<input checked="" type="checkbox"/>	I want my money
31-Jul-2017	(\$600.00)	\$600.00	<input checked="" type="checkbox"/>	I overpaid on a return
			<input type="checkbox"/>	

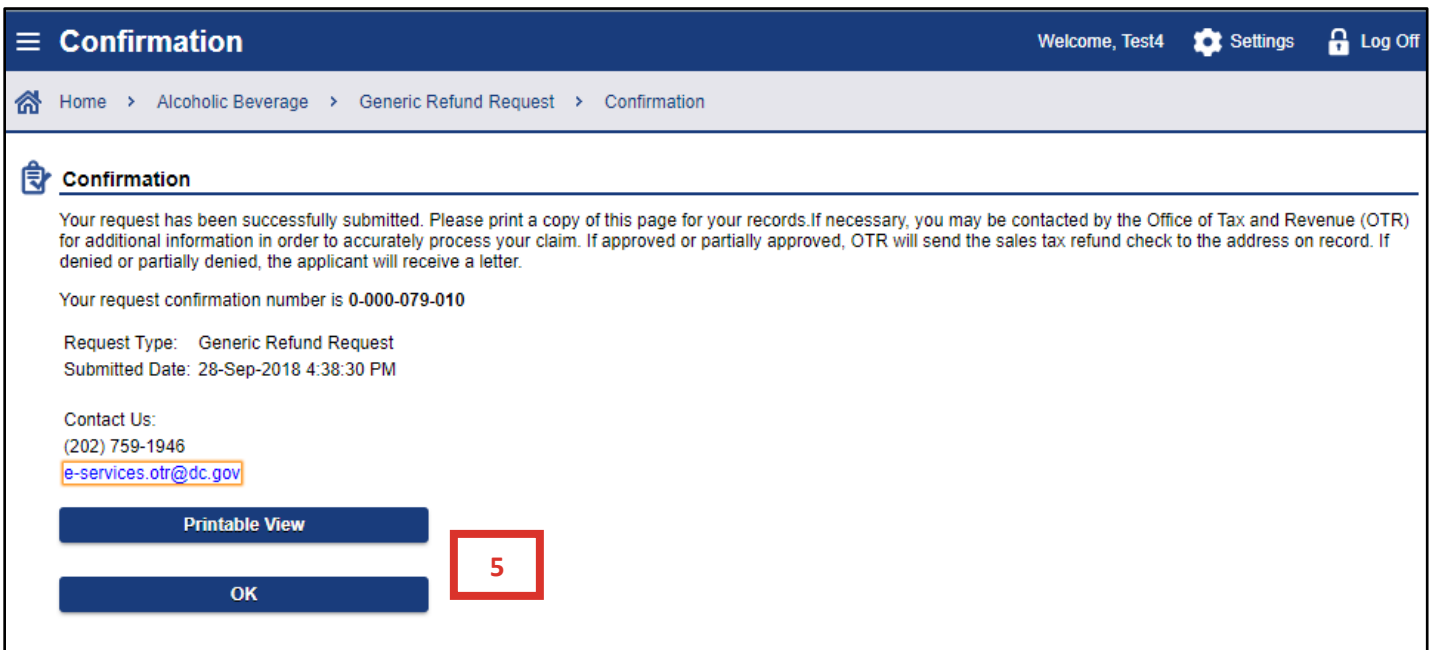
2 Rows

Cancel **3a** Submit

3. On the **Refund Request** page, enter the amount you would like refunded under the **Amount Requested** column. You can also check the box under the **Full Balance** column to receive the entire amount in that specific period. Under the **Explanation** column, you must provide a reason for your refund request.
- a. When you're finished completing your **Claim for Refund**, click **Submit**.



4. In the **Ready to submit this request?** pop-up window, enter your [MyTax.DC.gov](https://mytax.dc.gov) Password, which will act as your electronic signature.
  - a. Click **OK**.



5. A **Confirmation** page displays. To obtain a printed copy of this page, click **Printable View**. Otherwise, click **OK**.